

RE:

Page 1 of 2

RE:

Sent: Tuesday, February 12, 2013 1:43 AM
To: Arnold, Lawrence

Larry,

This is contradictory from what we have been told previously. I was advised by several supervisors that I was to transfer the call to a medical calltaker, meaning an EMD trained operator, not a fire dispatcher. In essence I'll enter the EMS run but I'm surely not going to let someone in need of CPR or any other medical instruction suffer due to my lack of training. There needs to be a concise procedure written for dispatchers that are not fully trained on how to handle such situations. This is becoming an issue on the floor. I am not comfortable using the cards since my EMD class was a year ago and I have had nothing beyond the class at Spinney field therefore I will continue to transfer the calls to a fully trained EMD when I am assigned to the phones. Please get clarification on this process and keep the dispatchers informed of the upcoming plans for getting us trained.

Thank you in advance.

From: Arnold, Lawrence
Sent: Monday, February 11, 2013 8:55 AM

Subject: RE:

If all you had was the EMD class you should be operating off the card set only. You will still need to sit with someone on the fire dispatch side for 4-8 hrs to work thru the card set training. You should not be using ProQa until you have been thru the training. Also, there isn't a medical call taker to transfer calls to, until you have ther card set training you should be entering calls as EMS.

Anyother questions let me know.

Larry

From: [REDACTED]
Sent: Friday, February 08, 2013 9:36 PM
To: Arnold, Lawrence
Subject:

Larry,

I was assigned to the phones for 6 hours on 02/05/2013. Upon receiving a Medical Call E911 Operator Ingram was not assigned to a call at the time and agreed to walk me through the pro QA software. I have received my EMD class at Spinney Field but that is all I have been given. I received a Medical Dispatch Case Evaluation Record for the call I entered with the assistance of a trained EMD. I was wondering if it's OK for me to continue to do this in the future since I believe this is the only way I'll get comfortable with medical calls or if I should continue to transfer the calls to a medical calltaker? If it's ok for me to do this, how can I track this for training purposes?

Thanks for your time,

